


<b>INFORMATION DISCLOSURE CITATION IN AN APPLICATION</b>   <b>(PTO-1449)</b>				ATTY. DOCKET NO. 1509-227		SERIAL NO. 09/977,499	
				APPLICANT Colin Andrew LOW, <i>et al</i>			
				FILING DATE October 16, 2001		GROUP 2152	
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
<i>BB</i>	5,838,682	11/17/98	Dekelbaum et al.				
<i>BB</i>	5,848,143	12/08/98	Andrews et al.				
<i>BB</i>	5,884,032	03/16/99	Bateman et al				
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
<i>BB</i>	0 820 028 A2	01/21/98	Europe				
<i>BB</i>	0 829 996 A2	03/18/98	Europe				
<i>BB</i>	0 838 770 A2	04/29/98	Europe				
<i>BB</i>	2 320 843 A	07/01/98	United Kingdom				
<i>BB</i>	WO 99/26153 A2	05/27/99	WIPO				
<i>BB</i>	CA 2 273 682 A	12/04/99	Canada				
<i>BB</i>	2 342 529 A	04/12/00	United Kingdom				
<i>BB</i>	WO 00/41118 A2	07/13/00	WIPO				
<i>BB</i>	WO 00/58867 A1	10/05/00	WIPO				
<i>BB</i>	WO 01/08061 A1	02/01/01	WIPO				
<i>BB</i>	WO 01/28206 A1	04/19/01	WIPO				
<i>BB</i>	2 359 215 A	08/15/01	United Kingdom				
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
<i>BB</i>	Todd Neff, <i>The Multimedia Contact Center: Corporate Façade or Human Face</i> , April 10, 2000, pages 1-69						
<i>BB</i>	Cobrow Homepage - <a href="http://www.cobrow.com">www.cobrow.com</a> , January 21, 2000						
EXAMINER <i>Baer</i>				DATE CONSIDERED 2-2-05			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.